THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (SHRI DIGVIJAY SINGH): (a) Available reports indicate that there is presence of Al Qaida in Pakistan in POK.

(b) Government have shared with concerned countries relevant information in this regard and about Pakistan's involvement with support for and providing safe haven to terrorist groups.

(c) The international coalition is currently engaged in location AJ-Qatda elements in Pakistan.

(d) Government are firm in their resolve to take all necessary measures to defeat Pakistan's sponsorship of cross border terrorism and preserve the security and territorial integrity of the country.

Call centres in Delhi

*175. SHRI K.M. KHAN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether MTNL propose to set up call centres in Delhi and Mumbai;

(b) if so, the details thereof;

(c) the number of centres proposed to be set up during 2001 -2002;

(d) the type of services offered through these centres; and

(e) the amount sanctioned and spent under the scheme?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI PRAMOD MAHAJAN): (a) to (c) A 240 seat call centre operator positions for 197 and other associated services had been planned in 2001-2002 in Delhi. It has been set up at Kidwai Bhawan in MTNL, Delhi. There is one main call centre with seven secondary call centres at Laxmi Nagar, Nehru Place, Karai Bagh, Shakti Nagar, Janak Puri, Bikaji Cama Place and Rohini Sector-Ill exchange. Out of these. Rohini sub centre is yet to be commissioned.

MTNL proposes to set up 1000 seat call centre each in Delhi and Mumbai through its subsidiary the Millenium Telecom Ltd. during the year 2002-2003. Also two call centres one each at Delhi and Mumbai are proposed to be hired during 2002-2003 from the agencies who are owning and managing call centre facilities so that customer enquiries relating to type of services provided, tariff, billing etc. can be answered.

(d) Services being provided through the call centres are given in the statement (see below)

(e) The total amount sanctioned and the amount spent till date are as under

Rs. 5,72,97,069 — Amount sanctioned Rs.
4,06,14,704 — Amount spent

Statement

Services provided through call centres

(i) Directory enquiry	197
(ii) Changed number announcement service	1951/1952
(iii) STD/ISD code enquiry	182
(iv) National Directory enquiry	183
(v) VIP complaint booking	178
(vi) Internet help desk	1600-111172

Mahila Mandal Bhawan at Shimla

*176. SHRI ANIL SHARMA: Will the PRIME MINISTER be pleased to state:

(a) whether Government have received a proposal from the Pradhan, Mahila Mandal Nandia, Teh. Chirgaon, District Shimla of Himachal Pradesh to release fund for construction of Mahila Mandal Bhawan/Guest House under the Rural Shelter Component of PMGY.

(b) if so, what action Government have taken in this regard; and

(c) if no action has been taken so far, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF PLANNING (SHRIMATI VASUNDHARA RAJE): (a) Yes, Sir. A proposal was received by the Planning Commission from the Pradhan, Mahila Mandal Nandia, Teh. Chirgaon, District Shimla of Himachal Pradesh for release of funds for construction of Mahila Mandal Bhavan/Guest House under the Rural Shelter Component of Pradhan Mantri Gramodaya Yojana (PMGY).